

# Indicator 8: Promptness of Responding to Claim Correspondence - 2nd Quarter 2006

## Large Insurers (400 Claims or more per year)

<u>NCCI</u>	<u>INSURER</u>	<u>Replies received or overdue</u>	<u>Late or no reply</u>	<u>Prompt</u>	<u>Year To Date</u>	<u>3 YR percent</u>
SI	CITY OF MILWAUKEE	26	0	100.00%	94.64%	75.34%
16586	LIBERTY MUTUAL FIRE INS CO	52	1	98.08%	90.00%	74.73%
12882	EMCASCO INSURANCE CO	32	1	96.88%	89.83%	86.21%
15628	LIBERTY MUTUAL INS CO	56	4	92.86%	87.77%	67.38%
SI	DEPT OF ADMINISTRATION	29	3	89.66%	91.38%	75.32%
21814	LIBERTY INSURANCE CORP	73	9	87.67%	86.71%	77.46%
16594	SOCIETY INSURANCE A MUTUAL CO	113	15	86.73%	87.60%	84.69%
15571	SENTRY INSURANCE A MUTUAL CO	107	15	85.98%	89.29%	76.39%
11061	REGENT INSURANCE CO	64	9	85.94%	78.99%	83.96%
17469	ACUITY INSURANCE CO	155	23	85.16%	83.88%	75.20%
15555	EMPLOYERS INSURANCE CO OF WAU	103	16	84.47%	79.30%	73.58%
18996	WAUSAU UNDERWRITERS INS CO	31	5	83.87%	65.43%	70.20%
24244	UNITED WISCONSIN	64	11	82.81%	81.69%	82.76%
17124	WEST BEND MUTUAL INS CO	206	36	82.52%	82.24%	81.24%
13579	TRAVELERS PROPERTY CAS CO OF A	74	13	82.43%	87.43%	81.77%
12408	TRANSPORTATION INSURANCE CO	67	12	82.09%	81.62%	65.89%
10863	ZURICH AMERICAN INSURANCE COM	329	60	81.76%	80.59%	73.51%
11509	OLD REPUBLIC INS CO	116	36	68.97%	73.88%	64.93%
12165	ACE AMERICAN INSURANCE CO	147	46	68.71%	69.13%	58.43%
12491	ILLINOIS NATIONAL INS CO	99	37	62.63%	67.23%	68.47%
<b>TOTALS FOR GROUP:</b>		<b>1,943</b>	<b>352</b>	<b>81.88%</b>	<b>81.35%</b>	<b>74.64%</b>

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## Medium Size Insurers (85 -399 Claims or more per year)

<u>NCCI</u>	<u>INSURER</u>	<u>Replies received or overdue</u>	<u>Late or no reply</u>	<u>Prompt</u>	<u>Year To Date</u>	<u>3 YR percent</u>
SI	KOHLER CO	9	0	100.00%	100.00%	74.38%
37915	CITIES & VILLAGES MUTUAL INS CO	6	0	100.00%	100.00%	82.46%
35629	WIS COUNTY MUTUAL INS CORP	6	0	100.00%	100.00%	79.63%
SI	SCHNEIDER NATIONAL CARRIERS I	6	0	100.00%	100.00%	85.29%
14842	STATE FARM FIRE & CASUALTY CO	4	0	100.00%	100.00%	90.98%
34436	COMMUNITY INS CORP	3	0	100.00%	100.00%	90.91%
SI	BRUNSWICK CORPORATION	0	0	0.00%	100.00%	80.95%
16446	FEDERATED MUTUAL INS CO	14	1	92.86%	97.30%	90.91%
24759	AMERICAN INTERSTATE INS CO	13	1	92.31%	96.67%	81.28%
10960	MIDDLESEX INSURANCE CO	16	1	93.75%	94.74%	80.35%
SI	MILWAUKEE TRANSPORT SERVICES I	20	1	95.00%	93.94%	90.50%
15873	AMERICAN FAMILY MUTUAL INS CO	31	2	93.55%	92.42%	87.50%
15032	VALLEY FORGE INS CO	22	1	95.45%	90.91%	71.25%
15539	EMPLOYERS MUTUAL CASUALTY C	73	7	90.41%	90.76%	85.96%
11665	CAPITOL INDEMNITY CORP	6	0	100.00%	90.00%	79.49%
12637	TRAVELERS INDEMNITY CO OF CT T	15	0	100.00%	89.66%	77.30%
SI	MILWAUKEE BOARD OF SCHOOL DI	9	2	77.78%	89.29%	74.45%
10847	UNITED STATES FIDELITY & GUARANT	15	1	93.33%	88.89%	62.20%
11223	TRAVELERS CASUALTY & SURETY C	6	1	83.33%	88.24%	74.86%
16144	AUTO OWNERS INS CO	3	0	100.00%	88.24%	89.40%
17280	RURAL MUTUAL INS CO	30	4	86.67%	87.50%	83.71%
SI	UW-SYSTEM ADMINISTRATION	15	2	86.67%	86.96%	83.94%
17035	INTEGRITY MUTUAL INS CO	15	3	80.00%	86.21%	86.32%
15385	CINCINNATI INSURANCE CO THE	60	8	86.67%	85.32%	75.63%
SI	BRIGGS & STRATTON CORP	19	4	78.95%	85.00%	83.66%
19968	ACCIDENT FUND INS CO OF AMERIC	57	10	82.46%	83.85%	72.65%
14516	TRI STATE INS CO OF MN	44	5	88.64%	83.81%	84.62%
17426	SECURA INSURANCE A MUTUAL CO	21	4	80.95%	83.78%	72.63%
19879	VIRGINIA SURETY CO INC	38	5	86.84%	83.33%	79.32%
13269	HARTFORD FIRE INSURANCE CO	15	2	86.67%	83.33%	73.30%
13692	ST PAUL MERCURY INS CO	4	1	75.00%	83.33%	82.64%
SI	CITY OF MADISON	17	4	76.47%	82.93%	72.17%
66671	LEAGUE OF WIS MUNICIPALITIES MU	10	2	80.00%	82.35%	85.48%
17388	FRANKENMUTH MUTUAL INS CO	62	14	77.42%	81.82%	84.44%
14974	TWIN CITY FIRE INS CO	111	20	81.98%	81.74%	76.89%
27332	WAUSAU BUSINESS INS CO	25	6	76.00%	81.36%	73.47%
12890	FEDERAL INSURANCE CO	106	15	85.85%	79.10%	79.18%
23957	SELECTIVE INS CO OF SOUTH CAROL	10	2	80.00%	78.95%	71.13%
16195	NATIONWIDE MUTUAL INS CO	19	4	78.95%	78.33%	59.55%
SI	GENERAL MOTORS CORPORATION	18	3	83.33%	78.13%	73.91%
SI	COUNTY OF MILWAUKEE	23	4	82.61%	77.55%	75.36%
14591	GREENWICH INSURANCE CO	13	2	84.62%	77.14%	87.02%
15172	COMMERCE & INDUSTRY INS CO	64	17	73.44%	76.56%	75.80%
12440	GENERAL CAS CO OF WI	26	9	65.38%	76.47%	80.24%
36870	AMCOMP ASSURANCE CORP	101	24	76.24%	75.59%	78.34%
13706	ST PAUL FIRE & MARINE INS CO	20	5	75.00%	75.00%	73.08%
10170	HAWKEYE SECURITY INS CO	6	2	66.67%	73.33%	76.04%
12246	WAUSAU GENERAL INS CO	15	2	86.67%	72.50%	73.16%
13889	INSURANCE COMPANY OF STATE OF	28	7	75.00%	71.83%	67.74%

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25437	INDEMNITY INSURANCE CO OF NORT	21	6	71.43%	70.37%	65.64%
10103	ASSOCIATED INDEMNITY CORP	18	8	55.56%	70.00%	73.58%
13781	AMERICAN HOME ASSURANCE CO	67	17	74.63%	69.09%	69.10%
SI	STORA ENSO NORTH AMERICA COR	18	7	61.11%	67.74%	66.99%
10227	FIDELITY & GUARANTY INS CO	60	18	70.00%	67.57%	62.76%
10456	HARTFORD UNDERWRITERS INS CO	51	20	60.78%	63.81%	74.75%
14850	PEKIN INSURANCE CO	15	4	73.33%	61.54%	65.14%
13072	NATIONAL UNION FIRE INS CO OF P	51	17	66.67%	55.96%	59.46%
SI	WISCONSIN ELECTRIC POWER COMP	8	3	62.50%	50.00%	57.82%
10677	PACIFIC EMPLOYERS INS CO	3	1	66.67%	45.45%	38.52%
<b>TOTALS FOR GROUP:</b>		<b>1,581</b>	<b>309</b>	<b>80.46%</b>	<b>79.22%</b>	<b>73.92%</b>

# Indicator 8: Promptness of Responding to Claim Correspondence - 2nd Quarter 2006

## Small Size Insurers (Less than 85 Claims per year)

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SI	COUNTY OF WINNEBAGO	1	0	100.00%	100.00%	100.00%
SI	CNH AMERICA LLC	0	0	0.00%	100.00%	100.00%
SI	COUNTY OF OUTAGAMIE	2	0	100.00%	100.00%	96.72%
SI	COUNTY OF DODGE	6	1	83.33%	88.89%	93.88%
22799	STATE FUND MUTUAL INS CO	19	2	89.47%	92.11%	93.08%
SI	COUNTY OF ROCK	0	0	0.00%	100.00%	92.73%
15717	UTICA MUTUAL INS CO	1	0	100.00%	75.00%	92.65%
SI	KIMBERLY-CLARK CORPORATION	2	0	100.00%	100.00%	92.16%
SI	COUNTY OF LA CROSSE	2	0	100.00%	100.00%	91.89%
28002	WILSON MUTUAL INS CO	3	0	100.00%	100.00%	90.74%
SI	COUNTY OF SHEBOYGAN	3	1	66.67%	87.50%	90.24%
SI	MARTEN TRANSPORT LTD	3	0	100.00%	85.71%	89.19%
11037	GREAT WEST CASUALTY CO	14	0	100.00%	90.00%	88.17%
28312	EVEREST NATIONAL INS CO	12	1	91.67%	95.65%	88.04%
16985	GRINNELL MUT REINSUR CO	7	0	100.00%	100.00%	88.00%
SI	DEERE & COMPANY	2	0	100.00%	100.00%	87.88%
15865	WESTERN NATIONAL MUTUAL INS C	8	1	87.50%	89.47%	87.84%
17175	INDIANA LUMBERMENS MUTUAL IN	2	0	100.00%	100.00%	87.50%
12122	UNITED FIRE & CASUALTY CO	3	0	100.00%	87.50%	87.01%
12602	BITUMINOUS FIRE & MARINE INS CO	2	0	100.00%	100.00%	86.67%
SI	COUNTY OF DANE	1	1	0.00%	66.67%	86.21%
SI	TECUMSEH PRODUCTS COMPANY	0	0	0.00%	0.00%	86.21%
20702	DISCOVER PROPERTY & CASUALTY I	9	1	88.89%	94.12%	86.15%
17272	HASTINGS MUTUAL INS CO	12	3	75.00%	85.71%	85.94%
SI	COUNTY OF WALWORTH	4	2	50.00%	55.56%	85.88%
13633	HANOVER INSURANCE CO THE	0	0	0.00%	75.00%	85.45%
SI	HARNISCHFEGER CORPORATION	8	1	87.50%	82.35%	84.11%
SI	FEDERAL EXPRESS CORPORATION	5	0	100.00%	100.00%	83.58%
13080	NEW HAMPSHIRE INSURANCE CO	13	3	76.92%	82.05%	82.96%
34711	WISCONSIN AMERICAN MUTUAL INS	0	0	0.00%	75.00%	82.61%
16853	CHURCH MUTUAL INSURANCE CO	7	2	71.43%	83.33%	82.22%
34649	SECURA SUPREME	10	1	90.00%	95.00%	81.52%
SI	KWIK TRIP INC	9	1	88.89%	92.86%	81.33%
12173	ASSURANCE COMPANY OF AMER	5	0	100.00%	100.00%	80.49%
SI	WISCONSIN BELL INC	7	3	57.14%	75.00%	79.86%
11452	AMERICAN GUARANTEE & LIABIL	5	1	80.00%	66.67%	79.10%
17965	AMERICAN ZURICH INS CO	13	3	76.92%	78.26%	79.03%
12777	UNITED STATES FIRE INS CO	3	0	100.00%	85.71%	78.72%
SI	LAND O LAKES INC	6	2	66.67%	55.56%	78.18%
13668	SENTRY SELECT	1	0	100.00%	100.00%	78.13%
10545	MARYLAND CASUALTY CO	5	2	60.00%	69.23%	77.87%
12629	ELECTRIC INSURANCE CO	5	3	40.00%	28.57%	77.55%
11053	CONTINENTAL WESTERN INS CO	12	0	100.00%	95.65%	77.37%
10693	VIGILANT INSURANCE CO	18	4	77.78%	76.60%	77.21%
SI	INTERNATIONAL PAPER COMPANY	11	6	45.45%	58.33%	76.19%
17418	PARTNERS MUTUAL INS CO	12	2	83.33%	71.43%	76.09%
SI	JOURNAL SENTINEL INC	2	1	50.00%	50.00%	76.00%
SI	USF HOLLAND INC	5	2	60.00%	40.00%	75.00%
11916	PENN MFRS ASSOCIATION INS CO	2	0	100.00%	100.00%	75.00%

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SI	VOLLRATH COMPANY LLC	2	0	100.00%	100.00%	75.00%
22241	CINCINNATI CASUALTY CO THE	1	0	100.00%	100.00%	75.00%
21342	ST PAUL FIRE & CASUALTY INS CO	5	1	80.00%	84.62%	74.34%
SI	DEPT OF TRANSPORTATION	4	0	100.00%	81.82%	74.07%
11770	PATRIOT GENL INS CO	12	1	91.67%	91.67%	74.03%
SI	COUNTY OF WASHINGTON	1	0	100.00%	80.00%	73.26%
SI	BENEVOLENT CORPORATION CEDA	2	0	100.00%	100.00%	73.17%
SI	WISCONSIN PUBLIC SERVICE CORP	1	0	100.00%	100.00%	73.08%
10804	METLIFE INS CO OF CT	2	1	50.00%	50.00%	72.96%
10685	PACIFIC INDEMNITY CO	26	6	76.92%	83.72%	72.56%
17604	PHARMACISTS MUTUAL INS CO	5	0	100.00%	100.00%	72.31%
16713	FARMLAND MUTUAL INS CO	1	0	100.00%	50.00%	71.70%
SI	COLUMBIA-ST MARY'S INC	9	2	77.78%	61.90%	71.43%
10243	CONTINENTAL CASUALTY CO	18	3	83.33%	78.95%	70.68%
14397	HARTFORD CASUALTY INS CO	11	4	63.64%	54.55%	70.39%
13714	WESTPORT INSURANCE CORPORATIO	9	2	77.78%	70.00%	70.36%
10030	AMERICAN CASUALTY CO OF READI	6	1	83.33%	91.67%	70.25%
SI	COOPER POWER SYSTEMS INC	3	0	100.00%	88.24%	70.07%
13315	INDIANA INSURANCE CO	0	0	0.00%	50.00%	69.70%
12238	NATIONAL FIRE INS CO OF HARTFOR	2	0	100.00%	100.00%	69.39%
14699	AMERICAN & FOREIGN INS CO	5	2	60.00%	60.00%	67.07%
32352	BENCHMARK INSURANCE CO	16	11	31.25%	48.57%	66.98%
12688	TRANSCONTINENTAL INSURANCE C	2	0	100.00%	63.64%	66.94%
14702	FEDERATED RURAL ELECTRIC INS C	6	1	83.33%	66.67%	65.52%
18376	LUMBERMEN'S UNDERWRITING AL	3	1	66.67%	75.00%	65.15%
SI	CITY OF KENOSHA	0	0	0.00%	100.00%	63.95%
27359	FIRST LIBERTY INS CORP THE	6	0	100.00%	100.00%	63.92%
17132	MILWAUKEE CASUALTY INSURANC	9	2	77.78%	60.87%	62.50%
SI	TARGET CORP (STORES)	16	2	87.50%	72.00%	61.57%
16969	MICHIGAN MILLERS MUTUAL INS C	13	2	84.62%	73.91%	60.87%
10723	ROYAL INDEMNITY CO	1	1	0.00%	66.67%	60.79%
12416	FIREMANS FUND INS CO	7	4	42.86%	37.50%	60.13%
17582	MILWAUKEE INS COMPANY	9	4	55.56%	60.00%	59.60%
19186	AMERICAN PROTECTION INS CO	4	0	100.00%	75.00%	58.92%
12572	SECURITY INSURANCE CO OF HARTF	2	2	0.00%	44.44%	58.28%
11762	CONNECTICUT INDEMNITY CO THE	4	1	75.00%	53.85%	57.24%
12297	UNIVERSAL UNDERWRITERS INS CO	7	1	85.71%	90.91%	54.59%
SI	JEWEL FOOD STORES INC	14	2	85.71%	85.00%	53.16%
SI	DAIMLERCHRYSLER CORPORATION	3	2	33.33%	60.00%	53.14%
15431	ACE FIRE UNDERWRITERS INSURANC	1	0	100.00%	75.00%	52.68%
10065	AMERICAN MOTORISTS	1	1	0.00%	0.00%	52.36%
SI	GEORGIA PACIFIC CORPORATION	33	24	27.27%	28.00%	51.45%
13684	ROYAL INSURANCE CO OF AMERICA	0	0	0.00%	100.00%	49.11%
SI	EMERSON ELECTRIC COMPANY	4	1	75.00%	72.73%	48.85%
27944	XL SPECIALTY INSURANCE COMPAN	13	5	61.54%	51.52%	48.57%
10324	FIDELITY & GUARANTY INS UNDERWR	1	0	100.00%	100.00%	47.56%
17116	AMERICAN MANUFACTURERS MUT	3	0	100.00%	83.33%	47.13%
15644	LUMBERMENS MUTUAL CAS CO	15	5	66.67%	53.85%	43.10%
<b>TOTALS FOR GROUP:</b>		<b>600</b>	<b>145</b>	<b>75.83%</b>	<b>74.82%</b>	<b>68.10%</b>